

Inside Workday DevCon 2025

Highlights, Key Insights,
Innovations, and Takeaways
from Workday Devcon



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Introduction

For us, Workday DevCon is always the best conference of the year. We heard so many attendees saying that the sessions here are so valuable. That's why we decided to share them with the wider ecosystem.

Inside Workday DevCon is your shortcut to the most valuable insights from DevCon. Whether you missed a few sessions or want a quick way to share learnings with your team, this e-book distills the key ideas, innovations that are shaping how we build on Workday today.

This year's DevCon was packed with energy. AI and Agent technology took center stage, Extend continued to mature, and customers shared real-world apps that solve real business problems. From strategy talks to deep dives, the sessions showed what's actually working.

In this e-book, we've captured the essence of each session from an observer's perspective. For every talk, you'll find:

- Why it's worth your time
- What was covered
- The most important takeaways

Whether you're in product, HRIS, architecture, or consulting, this is your field guide to what's next in the Workday ecosystem.

Let's dive in.



Rick Leunisse

Managing Partner, Incubane



Matt Komendolowicz

Managing Partner, Incubane

Opening Keynote: Developers Fueling the Workday Economy



Speakers: Dean Arnold, Brandon Fahey, Ryan Basilio, Seth Everett, Jonathan Boyne, Jennifer Serrato, Mark Woolen, Jay Wiczorkowski and Peter Bailis

Why This Session Matters

This keynote laid out Workday's boldest vision yet: the shift toward an intelligent, extensible, agent-powered platform. For builders, HRIS teams, and tech leaders, it delivered a dense lineup of announcements, feature previews, and architectural shifts that impact how we design apps, automate workflows, and enable AI inside Workday.

If you're involved in Extend, Orchestrate, AI development, or ecosystem strategy, this session is your blueprint for what to prioritize in 2025.

What Was Covered

The keynote introduced a new architectural model centered around Workday Agents: autonomous, intelligent digital workers that can interact with users, systems, and data through Workday's secure infrastructure. This wasn't just conceptual: the Agent System of Record (ASOR), Agent Gateway, and Agent Marketplace were all announced as core components.

On the Extend and developer side, a wave of improvements were revealed to improve build speed, integration, and AI capability, from live error checking and autocomplete in App Builder to drag-and-drop AI widgets and full Git-based version control via the new Workday CLI. The Orchestrate platform is also getting a significant upgrade, with features that remove the need for Studio in many cases and let orchestrations behave more like microservices, with polling, real-time triggers, and debugging.

Workday also emphasized how AI is being embedded everywhere (from report Q&A to document parsing) with these tools now available

Opening Keynote: Developers Fueling the Workday Economy



via the AI Gateway API layer for Extend Pro customers.

The keynote closed with a powerful signal: the Built on Workday app marketplace is now a key growth area, with over 180 apps in development and no Extend license required for customers.

✓ Key Announcements & Takeaways

Workday Agents & System of Record Architecture

- Agent Types Introduced:
 - Workday-built Agents (native)
 - Customer-built Agents (via Extend Pro)
 - Third-party Agents (integrated or registered-only)
- Agent Gateway = API layer to manage:
 - Agent-to-agent communication
 - Inference orchestration
 - Governance and policy enforcement
- Agent System of Record (ASOR) = the digital source of truth for:
 - Agent identity, roles, cost, security
 - Embedded UX
 - Extend-based customization
- Agent Marketplace = A discoverable platform to browse, configure, and deploy agents inside Workday.

Extend Platform Updates

- Live Error Highlighting + Autocomplete in App Builder
 - Detect typos, syntax issues, and logic errors as you type
 - Autocomplete accelerates development speed
 - No more flying blind in script editing
- New Workday CLI (Command Line Interface)
 - Version control via Git
 - Supports pull requests, automated builds, and safe deployments
 - Available to all Extend customers (extra commands for Extend Pro)

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- Drag-and-Drop AI Text Widget (Extend Pro)
 - Create dynamic rich-text generation using prompts
 - Easy to implement with visual mode or simple code
 - Useful for goal generation, job posting, feedback, and more

Orchestrate Enhancements

- Over 353M orchestration events in the past year
- New Features Include:
 - Copilot support: generate orchestrations and documentation faster
 - New debugger: trace and troubleshoot orchestration logic
 - API polling: schedule checks to external systems (for async updates)
 - Trigger integrations: fire orchestrations directly from Workday events (no Studio required)
 - Smart workload scaling: better performance during peak load
- These updates make Orchestrate a true no-code/low-code automation engine.

AI Gateway & Advanced AI Capabilities (Extend Pro)

- AI Gateway APIs now available, including:
 - Report Q&A: Ask questions about report data using natural language
 - Talk WQL: Generate WQL queries via conversation
 - Document Classifier: Categorize uploaded documents against set labels
 - Document Parser: Extract up to 20 fields from complex documents (e.g., resumes, contracts)
- All tools respect Workday's data permissions and governance framework
- Embedded directly into Extend-built apps or agents

Opening Keynote: Developers Fueling the Workday Economy



Built on Workday & Marketplace Strategy

- No Extend license required to deploy Built on Workday apps
- App Marketplace stats:
 - 70 live apps
 - 183 apps currently in development
 - 300+ expected by end of FY26
- Workday is clearly betting big on partner-developed, native apps
- Example apps shown: SMART Goals, Job Requisition Writer, Feedback Agent

Developer-Focused Innovation

- Workday Ignite Developer Tools:
 - Local app previews
 - Faster CI/CD
 - Integrated component test flows
 - Available to select developers now
- Extend Pro = Full Platform Access:
 - Required for AI widgets, AI Gateway, advanced CLI, and agent development
 - Encouraged for customers looking to build deeper business logic and automation

Strategic Implications for Builders and HRIS Leaders

- Orchestrate is now the first-choice automation layer—Studio is being quietly phased out for most use cases.
- Extend is maturing fast, and with App Builder enhancements, non-devs can now contribute meaningfully.
- AI will increasingly be “embedded” not “bolted on”—expect apps, workflows, and agents to come with built-in intelligence.
- Marketplace is the new battleground—for partners and customers alike. The goal is speed, standardization, and no overhead.

Automate Data-Quality Corrections: How Unilever Uses Workday Extend and Workday Prism Analytics to Deliver Reliable Insights [ANZ1231]



 **Speaker:** Francis Ignatius (Kainos)

Why This Session Matters

Data quality is often an invisible bottleneck in HR and finance operations, until it breaks something. In this session, Unilever's challenge is a familiar one: managing data accuracy across a massive, complex Workday tenant. For any organization dealing with high-volume data, shared services, or centralized HR models, this session shows how to tackle errors at scale with smart automation and the right tech choices.

What Was Covered

Unilever faced a growing data management challenge: thousands of small but impactful Workday data errors, like invalid supervisor chains or misaligned cost centers, were slowing down operations and burdening a centralized team with manual cleanup. Their existing process relied on over 10 separate reports, Excel-based corrections, and a heavy dependency on the tech team to deliver data snapshots.

To fix this, Unilever combined Workday Prism and Extend to build an end-to-end solution that detects, classifies, and corrects data errors at scale. Prism is used for ingesting and aggregating multiple error sources (HR, Finance, Org data), while Extend powers the UI and workflow for local HR teams to correct the issues through guided dashboards. The GPS (Global Position Specialist) team now oversees the process but no longer needs to execute every correction manually.

The session walked through both the architecture and the key design considerations, like defining a unique ID for error tracking, balancing Prism refresh timing with Extend interactivity, and structuring granular access based on user roles.

Automate Data-Quality Corrections: How Unilever Uses Workday Extend and Workday Prism Analytics to Deliver Reliable Insights [ANZ1231]



✓ Key Takeaways

- The problem: Unilever had 90,000+ data errors in a single category, caused by a mix of volume, fragmentation, and lack of real-time access.
- Previous process: Tech-dependent, Excel-based, slow, error-prone, and not scalable.
- New approach:
 - Use Prism to ingest multiple report types and external exception files.
 - Aggregate and classify errors with a unique key and validation mappings.
 - Build Extend dashboards for real-time corrections by HRBPs with routing to GPS for final review.
 - Feed correction data back into Prism for closed-loop tracking and continuous improvement.
- Design tips for others:
 - Plan data hand-off between Prism and Extend early (e.g. matching IDs).
 - Use Prism APIs for more frequent refreshes if needed.
 - Think about data granularity and access roles (e.g. HRBP vs GPS vs tech).
 - Empower end users, don't lock business users out of data they own.

This session is a strong blueprint for companies that want to make data quality actionable, not just monitored. It shows how Extend + Prism can work together to solve real problems without building heavy custom integrations.

Automate Data Quality: How Travel + Leisure Uses Workday Prism Analytics to Help Managers Focus on What's Important [ANZ1125]



 **Speaker:** Steve Campion (Travel + Leisure Co.)

Why This Session Matters

As organizations scale, data quality becomes a silent risk that directly impacts operations like payroll, compliance, and hiring. In this session, Travel + Leisure shares how they tackled this problem head-on using Workday Prism, not just to monitor issues, but to help people across the business take the right actions at the right time. It's a must-read for HRIS teams, HR partners, and data managers looking to shift from reactive fire-fighting to proactive issue resolution.

What Was Covered

Travel + Leisure transitioned from a small, centralized HR system to empowering thousands of managers across 28 countries to enter data into Workday. While this enabled flexibility, it also introduced a wave of inconsistent or incorrect data, compounded by over a million business process transactions a year. The result? High data error risk across areas like payroll, learning, and offboarding, without scalable ways to manage it.

To solve this, they built a fully automated issue tracking and resolution framework using Workday Prism. Instead of relying on alerts and scheduled reports, the system consolidates data audits, classifies issues by severity, and assigns them to the right stakeholders (e.g., HR partner, recruiter, manager). A compliance dashboard surfaces issues in real-time, and targeted notifications prompt users to take action. Their setup is flexible, easy to expand, and supports fast iteration with little reliance on IT.

Automate Data Quality: How Travel + Leisure Uses Workday Prism Analytics to Help Managers Focus on What's Important [ANZ1125]



✓ Key Takeaways

- The data challenge: Moving from a few trained users to thousands of data input points created major risks and manual overhead.
- What they built:
 - A Prism-based framework that ingests custom Workday reports and external data.
 - Tables that classify and consolidate issues, with unique IDs and severity levels.
 - Dashboards that prioritize action and assign ownership based on Workday roles.
- Smart features:
 - Issues are tracked with open/close dates to monitor resolution time.
 - A master audit list allows non-technical users to configure new checks.
 - Weekly or urgent notifications remind users to check the dashboard, without alert fatigue.
- Why it works:
 - Designed with end users in mind: simple UI, clear priorities, and built-in help.
 - Iterated based on real feedback from HR partners and managers.
 - Scalable setup: new checks can go live in under an hour.
- What's next:
 - Integration with Workday Help to surface guidance and videos for each issue type.
 - Exploring Extend to make dashboards more interactive and enable in-app corrections.

Travel + Leisure's approach offers a blueprint for teams that want to put data quality in the hands of the people who can actually fix it.

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Automate Everything: The Power of Workday Extend and Workday Orchestrate Together [EXT1129]



 **Speakers:** Pukazh Chandrasekaran (Lowe's) and Seth Everett (Lowe's)

Why This Session Matters

As organizations push to streamline HR operations, the real power lies in combining automation tools that work with Workday's native processes.

In this session, Lowe's shares how they're using Workday Extend and Workday Orchestrate together to replace manual work, reduce reliance on tickets and Boomerang integrations, and give users real-time tools to act faster. Ideal for HRIT and engineering teams looking to embed automation directly into Workday experiences.

What Was Covered

Lowe's, with over 300,000 employees and a fast-paced HR environment, showcased how they use Extend + Orchestrate to develop lightweight, focused apps that solve complex problems without building heavy standalone systems. They walked through a series of live use cases, from job requisition automation to payroll document delivery, demonstrating how simple UIs, orchestrations, and smart API calls can eliminate bottlenecks.

Each app was designed with scalability, security, and business impact in mind. Reusable design patterns, like orchestration-triggered actions or conditional visibility for widgets, were emphasized, along with lessons from iterating on live solutions. Lowe's also shared how recent Workday platform enhancements (like the new trigger integration, which they haven't been able to use yet) are reducing reliance on Workday Studio and helping move to more maintainable architectures.

Automate Everything: The Power of Workday Extend and Workday Orchestrate Together [EXT1129]



✓ Key Takeaways

- Small apps, big impact: Lowe's prefers building modular apps that solve one clear business problem and are easy to iterate.
- Five real examples covered:
 - Single-Click Job Posting: Managers can convert internal job requisitions to external with one click—no IT ticket needed.
 - Payslip Streamer: Employees can self-serve PDF payslips by email through a secure Extend app with background orchestration and queuing.
 - BP Automation for 60-Day Drug Testing: Reuses recent test results automatically for rehires, saving time and vendor costs.
 - Evergreen Requisition Automation: Creates hire JRs, moves candidates, and cleans up inbox tasks based on parent-child BP events.
 - Streamlined Payroll Reporting Codes: Enables HR to maintain tax codes through a custom UI; orchestration keeps them in sync during BP events.
- Best practices:
 - Use Orchestrate for real-time API execution, queueing, and event-driven updates.
 - Use Extend to embed smart UI into delivered pages via profile group configuration. Orchestrations are reusable and now simpler with trigger integrations (replacing some Studio use cases).
 - Control button visibility and user access dynamically using WQL and PMD scripting.
- Key design patterns shared:
 - Sync between parent and child BPs. Automated status tracking and inbox task cleanup. Combining Extend model components with orchestration API logic

This session offered a hands-on, developer-focused look into what's possible when Extend and Orchestrate are used together.

Beyond Error Handling: Patterns for Meaningful Error Logging in Workday Orchestrate [INT1209]



 **Speakers:** Rob Polocz (Intercrowd) and Dave Anselmi (Intercrowd)

Why This Session Matters

Most orchestrations will fail at some point, but what happens after that matters even more. This session is essential for developers, architects, and operations teams who want to go beyond simple error handling. The focus is on building clear, actionable, and user-friendly logging patterns that reduce confusion, speed up troubleshooting, and make orchestrations more maintainable in production.

What Was Covered

The speakers presented two main error-handling patterns in Workday Orchestrate: Continue on Conditions and Branch on Conditions, and shared real-world examples where each is most effective. Using simple use cases like processing worker emails, they explained how to catch and handle missing or invalid data without failing the entire flow.

The session emphasized the importance of logging not just for developers, but also for business users and operations teams. Good error handling helps prevent inefficiencies, manual clean-up, and unclear root causes. They demonstrated how to build sub-orchestrations for reusable logging and highlighted how error messaging should guide users on what to do next, not just what failed.

They also covered the difference between logging to a file vs. the integration event, when to propagate errors vs. continue, and how to enrich logs with transaction context, suggested actions, and role-specific insights. The presenters wrapped up with advanced techniques like layering error handlers, using conditions for debug-mode logging, and building reusable patterns via sub-orchestrations.

Beyond Error Handling: Patterns for Meaningful Error Logging in Workday Orchestrate [INT1209]



✓ Key Takeaways

- Plan for failure upfront: Errors will happen, design orchestrations with specific strategies for handling them gracefully.
- Two core patterns:
 - Continue on Conditions: Ideal for skipping over non-critical issues and resuming the flow (e.g. missing emails).
 - Branch on Conditions: Enables alternative paths, fallback logic, and custom logging when something goes wrong.
- Make errors actionable:
 - Use clear, meaningful messages, not just system codes.
 - Tailor messages to the role (developer vs. operations vs. business user).
 - Include transaction context (step name, object ID) and suggested next steps.
- Choose the right log destination:
 - Integration Events: Longer retention, searchable, better for tracking high-level outcomes.
 - Log Files: Better for high-volume data and can be delivered to users as task lists or reports.
- Sub-orchestrations for logging: Reusable components help standardize logging behavior and avoid copy-paste.
- Enable real self-service: Thoughtful error messages help users resolve issues without always needing developer support.
- Advanced tip: Use debug flags or environment variables to conditionally control logging depth in production vs. development.

This session is a must-watch (or must-read) for any team maintaining complex orchestrations. It offers practical advice and design patterns that can help transform logging from a technical afterthought into a real productivity tool.

Bridging EIB and Workday Studio: Seamless Integrations with a Workday Orchestrate-First Approach [INT1225]



 **Speakers:** Anne Talbot (Guild) and Juan Ascension (Guild)

Why This Session Matters

For many teams, Workday Studio has long been the go-to for integrations, but its learning curve and maintenance overhead are real. This session is especially relevant for teams new to Workday or looking to modernize legacy EIB or Studio solutions. Guild shows how they adopted an "Orchestrate-first" mindset from day one, allowing both technical and functional team members to build and manage integrations with less friction, faster delivery, and greater collaboration.

What Was Covered

Guild, a Workday customer since 2024, shared how they built 18 orchestrations within six months, covering everything from Slack notifications to Boomerang replacements. They emphasized how Workday Orchestrate has become their go-to tool, enabling quick builds, fast iteration, and fewer dependencies on developers or Studio. The session showcased live examples and reusable patterns.

Anne, coming from a functional background, was able to build orchestrations herself using Juana's templates, without writing WQL or deploying Studio. Templates include prebuilt components like value creation, HTTP requests, and Slack message formatting. These orchestrations are often triggered from business processes (e.g. address changes, job changes) and integrate with systems like Slack or internal ticketing tools.

Advanced demos included Boomerang-style automations, orchestrated address updates based on state changes, and benefit file generation using WQL for high performance.

Bridging EIB and Workday Studio: Seamless Integrations with a Workday Orchestrate-First Approach [INT1225]



✓ Key Takeaways

- Start with Orchestrate-first: Guild avoided Studio completely for new builds, focusing on lightweight, fast, and scalable orchestrations.
- Templates enable scale:
 - Prebuilt orchestrations for Slack messages or API calls can be cloned and reused across business processes.
 - Functional users can maintain integrations with no WQL knowledge using mapping in the Workday UI.
- Real-world use cases:
 - Slack notifications triggered by feedback or job events.
 - Boomerang-style automation to launch a new work address BP if an employee moves states.
 - Updating tax locations or provisioning IT equipment based on automated logic.
- Simplified maintenance:
 - By passing just one ID and pulling needed values via WQL or Workday API, logic stays centralized.
 - Orchestrations use branching and conditionals to avoid over-complication while maintaining flexibility.
- WQL > custom reports for large data: Better performance, faster file creation, and fewer moving parts.
- Subtle design insight: Originally considered a “one app, many orchestrations” model, but shifted to “one app per vendor/use case” for easier ownership and clarity.

Guild's example shows that Orchestrate isn't just for complex developer use, it can democratize integration building across teams. With the right templates and support, even non-technical users can build powerful, production-grade automations.

Build a Trusted Supplier Data Warehouse with Workday Prism Analytics to Deliver Actionable Insights [ANZ1149]



 **Speaker:** David Lester (Workday)

Why This Session Matters

Procurement teams often juggle fragmented data sources: financial transactions, supplier risk scores, diversity ratings, making it difficult to take timely, data-driven decisions. This session details how Workday's own Global Procurement Office (GPO) tackled that challenge by building a scalable, intuitive supplier data warehouse using Workday Prism. Anyone working on finance data models, third-party enrichment, or operational reporting inside Workday will find real-life architecture patterns and lessons to apply.

What Was Covered

The session outlined how the GPO, responsible for sourcing all of Workday's operational needs, needed a better way to track supplier risk, diversity, spend, and sourcing activity. Their old process relied on manual exports and quarterly updates in Tableau or Google Sheets, unsustainable for global, daily decisions.

To address this, the team built a Prism-based supplier data warehouse that blended Workday Financials, Strategic Sourcing, Snowflake-based risk data, and supplier enrichment feeds. The warehouse followed a clean architectural principle: one table per data source, lightly cleansed, and turned into reusable "building blocks" that power users can mix and match.

By aligning on a "coexist strategy" between Prism and Snowflake, they maintained performance and auditability while allowing finance and procurement teams to operate independently. All reporting now lives inside Workday: making insights available directly in the systems where decisions happen.

Build a Trusted Supplier Data Warehouse with Workday Prism Analytics to Deliver Actionable Insights [ANZ1149]



✓ Key Takeaways

Business Needs

- Timely access to current supplier health and risk data, quarterly updates were no longer sufficient.
- Self-service ability for business users to evolve the reporting model without IT dependency.
- In-app delivery of insights within existing Workday workflows (no jumping between tools).

Technical Solution

- Central Data Hub: Prism selected as the main analytics layer for finance-specific data, with Snowflake used for cross-functional data (like risk from Dun & Bradstreet).
- Data Modeling Strategy:
 - One table per Workday data source
 - Light cleansing only (no early transformations or filters)
 - Built modular “building blocks” (e.g., Invoice Lines + Invoices, Supplier + Risk) that are reused across use cases
- Delivery Layer: Used Workday Discovery Boards and dashboards to surface insights to end users.

Smart Practices & Features

- Snowflake-to-Prism Connector: Highlighted as a powerful new feature that simplifies importing third-party risk data using a SQL interface.
- Line-Level Granularity: Ingested invoice lines separately to allow for better linkage to purchase orders and detailed reporting (e.g., by cost center or worktag).
- Calculated Fields: Example included a “Weighted Average Risk Score” based on invoice spend, offering richer supplier risk analysis.

Build a Trusted Supplier Data Warehouse with Workday Prism Analytics to Deliver Actionable Insights [ANZ1149]



- Drill-Down Reports: Procurement teams can now drill from dashboards into detailed supplier trends, helping them act fast when risk flags appear.

Outcomes

- Unified supplier reporting infrastructure that GPO can manage independently.
- Reusable data structures that support future use cases without rework.
- Fully embedded reporting: users no longer need external tools for key insights.
- Replaced manual, quarterly reports with automated, real-time dashboards.

Lessons Learned

- Start from business reports, then work backward to required data sources and fields.
- Use Discovery Boards to explore data relationships and structure early.
- Maintain a line-level model for flexibility and connection points.
- Apply a tagging strategy to label raw tables, building blocks, and published datasets. This simplifies navigation and governance.

This is a strong example of Prism done right: business-driven, scalable, and built for self-service. If you're aiming to replace siloed procurement dashboards or prepare your finance teams for faster decision-making, this approach is worth studying.

Build For Impact: Combining Workday Platform Technologies and Learning Patterns from the Pros



 **Speakers:** Joe Lee (Workday), Jess Kent (Workday) and Amy Bresee (Workday)

Why This Session Matters

This session is a deep dive into how Workday Extend, Prism Analytics, and Orchestrate can be used together to build powerful, scalable, and production-ready applications. With detailed real-world examples, including the PGA Tour's prize processing overhaul and tiered billing applications, it's especially useful for developers, architects, and HRIT professionals looking to unify systems, optimize operations, and deliver faster innovation using the full Workday platform.

What Was Covered

The session opened by reinforcing the vision of Workday Builder as a unified platform: combining Extend, Prism, Orchestrate, and Studio to enable developers to create robust, integrated apps directly in the Workday environment. Joe Lee emphasized that these are not bolt-on tools but deeply embedded Workday technologies, enabling scalable, secure, and user-native applications.

Jess showcased a standout case study from the PGA Tour. Their tournament prize system was entirely replaced with six apps, four integration apps, and numerous orchestrations (both synchronous and asynchronous). This allowed real-time tournament data sync, creation of supplier invoices at scale, error logging, and a streamlined user interface.

Amy Breezy took the stage next to explain where Prism fits in. She covered when to use Prism (e.g., for high-volume data, nested calculations, or blending external data) and how it integrates with Extend. She detailed technical patterns like using WQL, RaaS, and orchestrations to move data between systems and showed how Prism helps meet real-world demands like EU pay transparency, tiered billing, and incentive compensation.

Build For Impact: Combining Workday Platform Technologies and Learning Patterns from the Pros [PI_BINT]



✓ Key Takeaways

- Workday Builder is a unified development platform combining Extend, Prism, Orchestrate, Studio, and more.
- PGA Tour transformed tournament processing using Extend apps, orchestrations, integrating external APIs and Workday Financials.
- Orchestrate patterns were key:
 - Scheduled integrations for annual data sync (e.g. tournament schedules)
 - Synchronous orchestrations for real-time API calls from Extend UIs
 - Asynchronous orchestrations to batch-process and auto-create hundreds of invoices
- Extend apps can embed Prism-powered logic for complex business rules, like calculating billing tiers or benchmarking compensation
- Prism is best used when you need:
 - High-volume data processing
 - Complex or nested calculations
 - Flexible, secure data blending from multiple sources
- Real-world Prism + Extend use cases:
 - Tiered billing logic using rules tables in Extend and Prism
 - EU Pay Transparency compliance with ML-driven skill mapping and regression analysis using Lambda
 - Investment allocation tools combining Extend forms with Prism-based journal entry calculations
 - Incentive compensation blending targets and actuals with auditable adjustments and streamlined approvals
- Best practices for data flows:
 - Use RaaS or WQL for lightweight data access
 - Use Studio or Orchestrate for batching or overcoming row limits
 - Use Prism file containers and data change tasks for near real-time syncs between Extend and Prism
- Available today: Prism is now active in all Dev tenants

Building Accessible Workday Extend Apps [EXT1041]



 **Speakers:** Divya Nagaraja (Workday) and Tony Glifillan (Workday)

Why This Session Matters

Accessibility isn't just a compliance checkbox, it's a critical design principle that ensures all users, including those with disabilities, can use your Workday Extend applications effectively. This session gives developers and designers the practical guidance, personas, and tooling they need to start building inclusive, user-friendly apps today.

If you design or build Extend apps (or manage teams that do) this session helps you avoid common accessibility pitfalls and build better user experiences for everyone.

What Was Covered

The session began with an overview of digital accessibility: why it matters, key disability types (auditory, visual, motor, cognitive), and the assistive technologies users rely on; such as screen readers and captioning tools.

The speakers walked through real-world personas to illustrate the types of barriers different users face and demonstrated live how small UI changes can make or break accessibility.

Using personas like Lexi (colorblind), Lakshmi (blind screen reader user), and Dhruv (deaf user), the session focused on practical techniques: color contrast, screen reader-friendly labels, structured forms, accessible charts and tables, and video captioning. Throughout the session, live demos showed how developers can use built-in Extend features and free browser tools to improve app accessibility without massive rework.

Building Accessible Workday Extend Apps [EXT1041]



✓ Key Takeaways

General Accessibility Principles

- Digital accessibility means designing for all users, including those with disabilities.
- Good accessibility improves overall UX—for example, captions help both deaf users and anyone watching in a noisy environment.
- Assistive technologies include screen readers, captioning tools, switches, and magnifiers.

Persona-Based Accessibility Tips

For Lexi (Colorblind user):

- Don't rely solely on color to convey meaning (e.g., red = error, green = complete).
- Use accessible color palettes and meet minimum contrast ratios:
 - 4.5:1 for text
 - 3:1 for UI elements (borders, icons, charts)
- Enable chart “accessibility mode” to add texture and patterns that distinguish data points without color.

For Lakshmi (Blind screen reader user):

- Always include proper `<label>` elements for input fields.
- Use semantic HTML for grouping related fields (e.g., “Shipping Address” vs. “Billing Address”).
- Mark required fields explicitly with the required attribute.
- Avoid emojis as button labels—they're read inconsistently across screen readers.
- Tables must include:
 - Column headers
 - Captions to provide context
 - Avoid nested grids or empty column headers

Building Accessible Workday Extend Apps [EXT1041]



For Dhruv (Deaf user):

- Add synchronized closed captions to all videos.
- Avoid flashing content, which can trigger seizures.
- Keep background noise below 20 dB in recorded media.
- Use descriptive text overlays with high contrast.

Demo Highlights

- Color contrast demo with simulated colorblind view using Chrome plugin
- Live update of charts with accessibility mode + textured colors
- Fixing grid tables and adding context via captions and labeled columns
- Screen reader simulation showing how unlabeled fields confuse navigation
- Adding .SRT caption files to Workday videos directly from Drive

Recommended Tools

- For color and contrast checks: Color Contrast Checker, Color Blind Analyzer and Tanaguru
- For screen reader testing: NVDA (Windows + Chrome), VoiceOver (Mac + Safari) and JAWS (IE – free for 45 minutes)
- Browser extensions:
 - Lighthouse (Google)
 - Wave
 - DevTools accessibility audit

Final Advice

- Start with small wins: improve color contrast, add form labels, use chart accessibility mode.
- Take advantage of free tools and browser plugins.
- Join Workday's free monthly Accessibility Webinar Series: bit.ly/accessibilitylevel
- Accessibility benefits everyone, not just users with disabilities.

Building Fast, Production-Ready Orchestrations [EXT1111]



 **Speakers:** Peter Gordon (Kainos)

Why This Session Matters

As more Workday Extend applications rely on Orchestrate for automation, ensuring those orchestrations are fast, scalable, and maintainable becomes critical. This session is a must-watch for developers building complex or high-volume workflows. It provides practical techniques for improving orchestration performance and reliability using tools like the Batch API and robust error-handling patterns.

What Was Covered

The session walked through the transformation of a slow, network-heavy orchestration into a lean, production-ready flow. Peter began by outlining a common performance problem: orchestration designs that make too many network calls, especially inside loops. He demonstrated how to address this using smart WQL queries, consolidating actions with the Batch API, and minimizing read/write steps.

The session also detailed best practices for handling errors gracefully. It covered global and local error strategies, response validation, and user-friendly failure messaging, all essential for maintaining app stability in production. Peter used a real-world example involving grant records and dependent data to show the impact of the improvements.

Building Fast, Production-Ready Orchestrations [EXT1111]



✓ Key Takeaways

Performance Optimization

- Network calls (green blocks) are the main source of slowness, avoid placing them in loops.
- Use WQL joins to bring related data into a single query upfront.
- Move reads outside loops and use Batch API for mass writes to cut orchestration time dramatically.

Batch API Benefits

- Combines multiple create/update/delete operations in a single step.
- Handles interdependent records with references between batch items.
- Supports rollback and creates structured, repeatable orchestration designs.
- Example case: Reduced execution time from 11 seconds to 5 seconds by switching to Batch.

Error Handling Techniques

- Use global error handlers for consistent output formatting (e.g. status, error message).
- Branch-level error handlers provide more specific error responses for users or records.
- Validate external responses using `.isValidJSON`, `.isValidXML`, and logic to check for embedded error strings—even in 200 status codes.

Notifications and Logging

- Push failure messages to Slack or email using Workday Connect APIs.
- Store failure details in custom objects for post-mortem review and support.

Building Fast, Production-Ready Orchestrations [EXT1111]



Practical Demo Example

- Grant calculation app based on dependent age.
- Replaced looped create/update steps with a single Batch API block.
- Successfully created parent-child records with back references and faster execution.

This session is packed with actionable insights for developers working on orchestration-heavy apps. Whether you're optimizing performance, improving error transparency, or scaling a complex process, Peter's strategies provide a clear path from prototype to production-grade automation.

Building Responsible AI Applications [SES-310]



✦ Why This Session Matters

As AI capabilities rapidly evolve, so does the regulatory landscape. This session explores how Workday integrates legal, compliance, and responsible AI principles directly into product development, ensuring AI features are safe, transparent, and built for trust. A must-watch for product leaders, developers, and legal/compliance professionals navigating enterprise AI responsibly.

🧠 What Was Covered

Kathy Pham and Andy Cannon provided a behind-the-scenes look at how Workday ensures responsible AI isn't just a buzzword, it's operationalized across teams. Andy, originally a software engineer turned AI product counsel, explained how Workday brings together legal, compliance, and product engineering to proactively align with changing laws, evolving frameworks, and customer expectations. The discussion covered how Workday develops and delivers AI in compliance with contracts, laws (e.g., EU AI Act, US local regulations), and best practices. It also emphasized Workday's internal frameworks, such as its Innovation Services Framework, Universal MSA, and data contribution model, to ensure transparency, consistency, and customer trust.

The speakers highlighted the importance of cross-functional collaboration, particularly between developers and legal teams, and shared how early involvement of legal experts helps avoid compliance roadblocks later in the product lifecycle. They also introduced Workday's adoption of the NIST AI Risk Management Framework as a signal of its continued commitment to responsible AI.

Building Responsible AI Applications [SES-310]



✓ Key Takeaways

How Workday Approaches Responsible AI

- Responsible AI is about building trust through transparency, fairness, and compliance, not just technical performance.
- Workday ensures that all AI features meet customer expectations and regulatory requirements before shipping.
- Legal and compliance considerations are embedded early in the product lifecycle to avoid last-minute rework.

Legal, Compliance, and Responsible AI – Defined

- Legal = regulatory requirements from global entities (e.g., EU, U.S., local governments).
- Compliance = adherence to frameworks like ISO, SOC, and now NIST AIRMF.
- Responsible AI = internal governance standards focused on transparency, explainability, fairness, and societal impact.

Why Cross-Functional Collaboration Matters

- Developers, product managers, security, legal, and corporate affairs must work together as AI regulations shift.
- Workday has a formal program that brings these groups together regularly to review and align on product delivery strategies.
- Developers are encouraged to involve legal early—enabling a trusted partnership rather than a gatekeeping function.

Key Workday Frameworks

- Innovation Services Framework: Ensures AI services are delivered transparently and responsibly.
- Universal MSA (Master Services Agreement): Updated to support AI data use with clarity.
- Data Contribution Framework: Gives customers visibility into how their data contributes to model improvement—built to earn trust.

Building Responsible AI Applications [SES-310]



NIST AI Risk Management Framework

- Workday is now certified under this U.S.-based standard, which sets expectations for trustworthy AI.
- Framework elements include risk identification, measurement, management, and governance across the AI lifecycle.

Developer Best Practices

- Understand the “why” behind legal requests: trust builds when devs see legal as a partner, not a blocker.
- Involve product counsel early to avoid needing to retract or rework products post-launch.
- Remember: legal, compliance, and responsible AI all support long-term adoption and customer satisfaction.

This session offers a rare and honest look at what it takes to scale responsible AI in an enterprise setting. Workday’s model: legal deeply embedded in development, proactive governance, and customer-centric frameworks, can serve as a playbook for any organization looking to build AI with integrity.

Build Innovative Data Workflows and Transform User Experience with Workday Prism Analytics and Workday Extend [ANZ1100]



Speakers: Joshua Herron (Innisfree Hotels) and John Smail (Workday)

Why This Session Matters

This session dives deep into a real-world transformation story from the hospitality sector, showing how Workday Extend and Prism Analytics were combined to drastically streamline the night audit process. If you're working with high-volume, complex operational data and want to enable faster reporting, better user experience, and tighter controls (all inside Workday) this session provides a practical blueprint.

What Was Covered

Josh Herron and John Smale walked through Innisfree Hotels' journey to replace a complex, nine-step nightly audit process with a streamlined two-step Workday-native solution. The team tackled inconsistent, multi-system data inputs from dozens of hotel properties and transformed the process using Prism for large-scale data handling and Extend for user-focused editing, approvals, and control.

They explained how Extend and Prism complement each other: Prism handles ingestion and transformation at scale, while Extend offers user-friendly interfaces for manual corrections, approvals, and process tracking. This dual-system architecture enabled real-time reporting, even before journal entries were posted, critical for fast-paced hospitality operations.

The session included deep dives into data ingestion setup, mapping strategies, Extend UI design for line-level users, active lazy loading for performance, approval workflows, and real-time reporting using unposted data—all within the Workday ecosystem.

Build Innovative Data Workflows and Transform User Experience with Workday Prism Analytics and Workday Extend [ANZ1100]



✓ Key Takeaways

Business Problem

- The night audit was a manual, error-prone process involving data from 10+ property management systems and multiple POS systems.
- The legacy flow required 9 manual steps per night per hotel and heavy reliance on third-party tools.

Solution Architecture

- Combined Workday Prism for data ingestion, transformation, and reporting with Workday Extend for front-end editing, approvals, and user control.
- Reduced 9 steps to 2 core steps: data entry and approval.

Extend + Prism Synergy

- Prism ingests and processes data using vendor-specific mappings and schema.
- Extend syncs that data via REST APIs, enabling UI-driven review, edit, and approval workflows.
- Updates from Extend are pushed back into Prism to update reports and journal-ready data.

Data Mapping & Admin Tools

- Implemented custom mapping tables in Prism and Extend for flexibility and maintainability.
- Created administrative UI for non-technical users to manage vendor mappings and configurations with full traceability.
- Extended Workday's native mapping framework to reduce maintenance complexity.

Build Innovative Data Workflows and Transform User Experience with Workday Prism Analytics and Workday Extend [ANZ1100]



Front-End UI Strategy

- Designed an intuitive Extend interface with security-scoped access, active lazy loading, and validation-driven grids for efficient line-level data correction.
- The UI allowed users to see and fix unmapped data clearly and confidently.
- Supported mobile-friendly manager approvals using native Workday inbox integration.

Process Control & Accountability

- Implemented full approval workflows using Workday BP to ensure ownership and prevent post-hoc corrections.
- Managers can access and edit nightly data easily before pushing to journal posting.

Reporting on Unposted Data

- Leveraged Prism to report on real-time, unposted or pending audit data, alongside journals and Adaptive planning data.
- Enabled anomaly detection and performance reporting within hours of hotel activity—critical in hospitality metrics like RevPAR and ADR.

Development Tips

- Avoid large Extend edit grids—opt for lazy loading or split editing to prevent performance issues.
- Align Prism's tabular data model with Extend's relational structure to support both UX and reporting.
- Design Extend apps to surface only relevant data and guide user focus through smart UI segmentation.

This session offers one of the most concrete examples of Extend and Prism working together to solve a complex, high-volume operational process.

Cut Maintenance by Over 25%: How Smart Config Pages Make Workday Extend Apps Easier to Support [EXT1183]



 **Speakers:** Rick Leunisse (Incubane) and Brendan Kennedy (Incubane)

Why This Session Matters

Ongoing maintenance is one of the hidden costs of Workday Extend apps. This session delivers a practical strategy to dramatically reduce support time and developer involvement through the use of smart configuration pages. It's especially relevant for teams with limited technical resources who want to scale Extend apps without scaling maintenance complexity.

What Was Covered

The session walked through the real-world impact of configuration pages, admin UIs built into Extend apps that allow functional teams to adjust drop-down values, field settings, API choices, and more without editing the app code.

Rick and Brendan from Incubane explained how these pages empower non-technical users, reduce reliance on developers, and significantly speed up post-launch change cycles.

They demoed two Incubane-built apps:

- Smart Goals – a GenAI-powered goal-setting tool with configurable AI model options and status fields.
- Advanced Check-In – a templated question set app where functional teams can edit or create question templates without developer help.

The presenters also shared design best practices, performance benchmarks, and a cost-benefit model that shows how config pages can cut post-launch maintenance significantly.

Cut Maintenance by Over 25%: How Smart Config Pages Make Workday Extend Apps Easier to Support [EXT1183]



✓ Key Takeaways

What Config Pages Do

- Allow you to manage options (e.g. dropdown values, prompt filters, translations) without developer input.
- Give support teams the power to handle changes directly in the app UI.
- Reduce the need for frequent code tweaks, redeployments, and regression testing.

Real App Examples

- Smart Goals App:
 - Built-in config page lets admins switch AI models (e.g., from AWS Bedrock to other GenAI services) to fit their data privacy policies.
 - Also allows status fields and category values to be updated on the fly.
- Check-In App (in development for Marketplace):
 - Configurable templates for manager-employee check-ins
 - Functional users can add, remove, or rename questions without needing developer help.
 - Encourages modular thinking—reuse config modules across feedback, onboarding, performance, etc.

Quantified Impact

- Without config pages:
 - A small change takes 2–5 hours for dev/QA/test/deploy.
- With config pages:
 - Same change takes 5 minutes, no code needed.
- Example scenario with 40 small post-launch changes:
 - Without config: ~160 hours
 - With config: ~20 hours
 - → Up to 87% time reduction

Cut Maintenance by Over 25%: How Smart Config Pages Make Workday Extend Apps Easier to Support [EXT1183]



Best Practice Design Tips

- Focus on balance, don't over-engineer everything to be configurable; pick what's likely to change.
- Create reusable config components for future apps (e.g., templates, prompts, language packs).
- Use clear labels, help text, and grouped settings for usability.
- Apply role-based security to protect admin settings.
- Always document what's configurable and how.

Strategic Advice

- Ask upfront during app design:
 - What's likely to change over time?
 - Who will manage those changes?
 - How often will changes happen?
 - What fallback is needed if the config isn't updated correctly?

This session makes a clear case: smart configuration pages are one of the easiest ways to future-proof your Extend apps, reduce support load, and increase agility. Especially for large organizations, the time and cost savings quickly add up, turning a good Extend build into a great one.

End-to-End Interoperability: Workday Orchestrate, Business Processes, and Optimization [INT1139]



Speakers: EE Wallace (Workday) and Pulkit Aggarwal (Workday)

Why This Session Matters

Many organizations struggle to build seamless workflows between business processes and integrations. This session shows how Workday Orchestrate works hand-in-hand with business processes to unlock automation and visibility, particularly through two types of orchestrations: Business Process-triggered and Integration System-triggered. It also introduces new observability tools like the BP Optimization Agent, which helps identify bottlenecks and improve workflow performance.

What Was Covered

The session focused on how to use Workday Orchestrate to create powerful, scalable, and transparent workflows—tightly integrated with business processes. Attendees were walked through two orchestration types, when to use them, and how they interact with core Workday BPs.

The team demonstrated how orchestrations can now automatically trigger after a rescind, correction, or denial (something not previously possible) and explained how this adds flexibility for complex real-world processes. They also covered new Workday features for monitoring integration health and optimizing business process performance using AI-powered insights.

A live demo showed a full setup from a title change BP triggering an orchestration, to handling errors, to using redirect logic and seeing orchestration status reflected in the Workday UI. The session concluded with a showcase of the upcoming BP Optimize Agent, a tool to analyze workflow performance and identify delays using actual execution data.

End-to-End Interoperability: Workday Orchestrate, Business Processes, and Optimization [INT1139]



✓ Key Takeaways

Orchestration Types: When and Why

- Integration System Orchestration:
 - Best for data-heavy, batch processes.
 - Tied to the integration framework (can store files, call connectors, generate events).
 - Runtime increased to 48 hours for high-volume scenarios.
 - Can be triggered from BPs, but also run independently.
- Business Process-triggered Orchestration:
 - Lightweight, high-frequency workflows.
 - Triggered directly from BP actions (including rescind, cancel, deny, correct).
 - Not tied to integration framework—no file storage or connector usage.
 - Triggered as service steps (vs. integration steps).
 - Now supports dynamic parameter passing and orchestration queuing.

Real Examples Demonstrated

- Title change BP launching an orchestration to update an external system.
- Rescind action triggering a separate orchestration with visible status directly in the BP event UI.
- Redirect paths to integration admins in case of failures.

New Capabilities for Admins and Functional Teams

- Detailed Orchestration Status in BPs:
 - Status visible in the standard event view.
 - No need to check logs or dashboards.
 - Functional teams can engage with technical teams using concrete info.

End-to-End Interoperability: Workday Orchestrate, Business Processes, and Optimization [INT1139]



- BP Optimization Agent (in early access):
 - Analyze average execution time per BP (e.g., title changes taking 122 hours).
 - Detect anomalies and identify bottleneck steps.
 - Offers GenAI-powered suggestions (e.g., use auto-advance to avoid blockages).
 - Tracks improvement impact after adjustments.

Observability & Monitoring

- Integration Insights APIs (coming soon):
 - Expose integration event data (orchestrations, Studio, EIBs) via APIs.
 - Build custom dashboards or feed into monitoring platforms.
 - Enables better root-cause analysis and performance tracking.

Use Cases That Benefit

- Multi-system processes needing status coordination across platforms.
- Error-prone steps that require conditional logic or admin intervention.
- High-volume BP corrections (e.g., job profile edits, rescinds).
- Teams needing to shift ownership of orchestration monitoring from dev to ops.

Enhancing Automation and Visibility for Corrections/Rescinds with Workday Extend and Workday Help [EXT1068]



 **Speakers:** Andy Omann (Target) and Yuvi Sakamuri (Target)

Why This Session Matters

Large companies like Target handle thousands of correction and rescind requests each year, many of which are tedious, repetitive, and slow. This session demonstrates how Target reimagined the process using Workday Extend, Workday Help, and Orchestrate: automating massive volumes and giving HR teams better tools to take action themselves. If you're running shared services or central HR support, this offers a real blueprint for cutting manual effort and improving visibility.

What Was Covered

Target faced a familiar pain point: store-level HR staff would initiate corrections (e.g., hire date updates), which were funneled to a centralized team, processing over 100,000 such requests annually. The process involved a custom front-end tool, manual entry, and even a Selenium bot with low success rates due to blocking transactions. Response times averaged three days, and store HR had no visibility on progress.

Yuvi and team rebuilt the process using Workday Extend as the front-end, Workday Help for remaining exceptions, and Orchestrate to handle backend automation and APIs. Crucially, they used smart validations, persona-based access controls, and intelligent routing to either fully automate or escalate based on transaction complexity. The demo showcased how HR partners now access a centralized “hub” to launch the correction app. Based on the selected employee and issue, the app either auto-corrects the record (handling blocking transactions silently) or creates a Workday Help case with traceability. Use cases included start date changes, position updates, rescinds, and blocking issues with contact changes or one-time payments.

Enhancing Automation and Visibility for Corrections/Rescinds with Workday Extend and Workday Help [EXT1068]



✓ Key Takeaways

The Original Problem

- ~100,000 annual correction requests were routed to shared services for manual processing.
- Previous app was outside Workday, had no data validation, and offered no transparency.
- Response time was ~3 days, with frequent kickouts due to missing or incorrect info.

The New Solution

- Built a custom Workday Extend app that allows HR Partners to initiate corrections from within Workday.
- Integrated with Workday Help for the 20–25% of cases that require escalation.
- Used Workday Orchestrate to handle automation and API transactions, including validation logic.
- Implemented persona-based hubs and security filters to control access and guide users.

Key Features

- Automatic validation of fields like worker ID, eligibility to perform the correction, or conflicting transactions.
- Auto-handling of blocking transactions (e.g., probation periods or clock entries) before a correction is applied.
- Immediate feedback for most corrections—e.g., hire date updates show status instantly within Workday.
- Error fallback to Workday Help: If automation isn't possible (e.g., late start date with payroll impact), a case is created instead.

Enhancing Automation and Visibility for Corrections/Rescinds with Workday Extend and Workday Help [EXT1068]



Results

- 44,000+ transactions processed since go-live.
- 75%+ handled with full automation (no case creation or human intervention).
- Faster turnaround at the store level and time saved for centralized teams.
- Used Discovery Boards for tracking trends, identifying process gaps, and reporting success rates.

Process and Governance Lessons

- Not every problem needs an Extend app: Target evaluated delivered features and only built custom when security or process constraints required it.
- Engineers initiated this solution, showing that innovation can come from within a scrum team, not just product owners.
- Success required deep understanding of BPs, automation blockers, and real-world frontline challenges.
- Piloted with low volume and iterated based on real blockers before scaling up.

This session offers a practical, well-executed example of how Extend, Orchestrate, and Help can combine to reduce friction in shared services models. The automation rate, visibility improvements, and user empowerment are all highly relevant to HRIS teams facing high correction volumes or complex compliance-driven workflows.

Forever Forward with Workday Orchestrate [INT1138]



 **Speakers:** Joe O'Carroll and Dan Moshinski

Why This Session Matters

As organizations modernize their integration strategies, Workday Orchestrate is emerging as a more scalable, flexible, and maintainable alternative to traditional approaches like Studio and EIB+XSLT. This session walks through how core integration patterns, message queues, XSLT-based EIBs, and polling, are being reimaged with Orchestrate, enabling faster development, simplified logic, and future-ready designs.

Whether you're managing legacy integrations or planning new workflows, this session delivers practical guidance on how to evolve without starting from scratch.

What Was Covered

The session focused on three well-known integration patterns and how they are enhanced using Workday Orchestrate:

1. Studio + Message Queue Pattern: Traditionally implemented with complex Studio assemblies and starter kits, this pattern requires deep technical knowledge and manual configuration. Orchestrate simplifies it into four drag-and-drop components—Batch Loop, Trigger Integration, Aggregate, and Store—eliminating technical overhead while retaining scalability and robustness.
2. EIB + XSLT Pattern: A staple for file-based integrations with simple transformations, this approach is limited in flexibility. Orchestrate enhances this by introducing visual looping, easier transformations, and reusability, allowing teams to extend and scale EIB logic without rewriting everything in Studio.
3. Polling Pattern: Previously unsupported in Workday (and often requested via Java's `thread.sleep`), the polling pattern is now natively available in Orchestrate.

Forever Forward with Workday Orchestrate [INT1138]



- It enables integrations to query external systems at intervals and proceed once specific conditions are met, ideal for asynchronous or batch-based legacy systems.

Each pattern was demonstrated with live walkthroughs and clear technical examples, showing how organizations can migrate or enhance existing processes using Orchestrate components while still leveraging existing Studio assets.

✓ Key Takeaways

Studio + Message Queue → Orchestrate

- Traditional pattern involved custom logic for list generation, message queues, worker calls, and post-processing.
- Replaced with 4 orchestrate components:
 - Trigger Integration
 - Batch Loop
 - Aggregate
 - Store
- Enables reuse of existing Studio integrations by wrapping them in Orchestrate logic.
- Key advantage: All orchestration is now configuration-driven, not code-heavy.

Practical Example: Triggering Journal Connector

- A parent orchestration triggered the same integration (Journal Connector) twice with different currency parameters (USD and EUR).
- Orchestrate handled launch parameters, child outputs, and aggregation seamlessly.
- Demonstrated real-world reusability and reduced development complexity.

EIB + XSLT Pattern Modernized

- Traditional EIBs are limited to one data source and static logic.

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Forever Forward with Workday Orchestrate [INT1138]



- Orchestrate allows nested loops, conditional logic, and visual configuration.
- Example: A health & wellness CSV export with nested dependent data.
- Built using orchestrate's Create Text Template, loop components, and aggregators—no XSLT needed.

Polling Pattern Now Supported

- Designed for scenarios where real-time APIs are not available (e.g. tax verification jobs).
- Orchestrate polls an endpoint at defined intervals until success/failure conditions are met.
- Supports timeout limits, reusable polling profiles, and error handling out of the box.
- Avoids resource-heavy approaches like thread-based polling in legacy platforms.

Call to Action

- Start identifying patterns in your current integration portfolio that can be simplified with Orchestrate.
- Reuse your existing Studio assets while reducing the maintenance burden.
- Use Orchestrate to modernize legacy EIBs, reduce polling complexity, and scale integrations without writing custom code.
- The tools are ready—adopt Orchestrate for a more flexible and forward-looking integration architecture.

Fully Configurable Self-Service Security Request App [EXT1173]



 **Speakers:** Krunal Bhavsar (Marsh McLennan) and Pulkit Sharma (Marsh McLennan)

Why This Session Matters

Managing security role assignments in Workday is often manual, non-intuitive, and prone to errors, especially in large global organizations.

Marsh McLennan tackled this challenge by building a fully configurable, self-service security request app using Workday Extend, Orchestrate, and Prism. This session is valuable for Workday teams looking to streamline access management, reduce admin overhead, and improve UX without relying on legacy .NET or external tools.

What Was Covered

This session focused on how Marsh McLennan replaced a legacy .NET-based security access process with a fully Workday-native solution. Their previous setup involved multiple disconnected systems, manual approvals, and high maintenance efforts. The new Extend app enables managers and admins to request, approve, and assign Workday security roles through a configurable interface built entirely within Workday.

The app features distinct personas: admins who configure role availability, groups, and approvers, and managers who can request, copy, and audit role assignments for their teams. Orchestration and Prism Analytics power automation and visibility, while a standardized GUI ensures scalability across use cases.

The speakers provided a full live demo, walking through configuration by admins and self-service by managers. They shared real adoption metrics, challenges solved, and how this app set the standard for future internal development.

Fully Configurable Self-Service Security Request App [EXT1173]



✓ Key Takeaways

Legacy Pain Points Addressed

- Old process used .NET pages, external APIs, ServiceNow, and manual approvals.
- UX was inconsistent and not aligned with Marsh McLennan's design standards.
- High maintenance with multiple tech teams involved in every update.
- No audit trail or end-to-end visibility.

New App Highlights

- Built fully with Workday Extend, Orchestrate, and Prism Analytics.
- Self-service UX: Managers can add, remove, or copy roles for direct or indirect reports.
- Admin configuration: Security admins decide which roles are visible, how they're grouped, and who approves them.
- No coding required for changes: roles, groups, approvers, and help text are all configurable.
- Approval routing is tailored: SMEs per domain (e.g. Absence, Integration) are assigned as approvers, not generic roles.
- Real-time audit trail with request and deletion history available to all users.
- Scalable interface: Uses a standardized hub page design and consistent forms across all future apps.

Adoption & Results

- Went live in August 2024.
- 5,200+ role assignment transactions completed.
- 500–700 requests processed monthly.
- 30,000+ managers have access to the app.
- Significant drop in incorrect or rejected role assignments thanks to grouped roles and detailed help texts.
- Admins manage everything, no developer needed for updates

Fully Configurable Self-Service Security Request App [EXT1173]



Planned Enhancements

- Editable role grids for faster admin adjustments.
- Tree-based cost center selector for large org structures.
- Trigger security assignment as part of business processes (e.g. new hire or job change).
- Bundle approvals to reduce volume (e.g. 5 requests = 1 approver task).

Learnings

- Standardize GUI early: The hub layout is now reused across all internal apps.
- Keep it configurable: Avoid hardcoding, admin control means no reliance on devs.
- Design for UX first: Make it intuitive for end users, especially managers unfamiliar with security logic.
- Let orchestration handle the flow: Approval routing and automated assignments keep the process smooth and auditable.



Innovate with Workday Prism Analytics and Workday Extend: Tailored UX to Manage Complex Billing at Scale [ANZI091]

 **Speakers:** Tony Rouse (CLA) and Zach Reynolds (CLA)

Why This Session Matters

For organizations dealing with large-scale billing operations, maintaining a consistent and collaborative invoicing process across hundreds of locations is no small feat. This session showcases how Clifton Larson Allen (CLA) addressed the complexities of scaling billing while improving user experience, collaboration, and performance, using the combined power of Workday Extend, Prism Analytics, and Orchestrate.

What Was Covered

CLA transitioned to Workday Time and Billing to centralize invoicing across 130 locations and 8,000 employees. This shift highlighted the need to merge structured billing processes (science) with local office insights (art). The presenters outlined their technical challenges: massive data volumes, performance issues with real-time data calls, and fragmented user experiences across multiple Workday screens.

To solve these, CLA built a custom app with Workday Extend, leveraging Prism to flatten and join massive datasets nightly, and Orchestrate to run asynchronous data processing. This approach enabled a single, dynamic UI where billing teams and customer-facing staff could collaborate efficiently. A live demo illustrated how async orchestrations, Prism datasets, and Workday's blob storage (BLOBATORY) came together to power a responsive, scalable, and intuitive billing dashboard.



Innovate with Workday Prism Analytics and Workday Extend: Tailored UX to Manage Complex Billing at Scale [ANZI091]

✓ Key Takeaways

- **Centralized Collaboration:** The app bridges the gap between billing teams and client relationship managers, enabling shared notes and visibility at both customer and project levels.
- **Scalable Performance:** Async orchestrations paired with Prism flattening help bypass Workday's 24-second timeout limit, making it suitable for 1,000+ users and 500,000+ projects.
- **Tailored UX:** Users can filter and access all relevant billing information (contracts, transactions, customer data, custom Extend fields) within a single interface.
- **Blob Storage Advantage:** Workday's BLOBATORY is used to temporarily store orchestration results, avoiding manual clean-up thanks to Workday's built-in document retention policies.
- **Flexible Prism Setup:** Multiple Prism datasets were joined into one flattened data source to improve performance and simplify user-facing dashboards.
- **Lessons Learned:**
 - Prism jobs must be scheduled appropriately to avoid stale data.
 - Async orchestrations are ideal for large datasets but require a reliable way to check completion status.
 - Extend and Orchestrate integration can unlock real-time, complex workflows previously unmanageable in standard Workday.

This session is a must-watch for teams struggling with fragmented billing workflows, or anyone looking to build performance-sensitive, data-heavy Workday Extend applications.

It's Live! Now What? | A Journey Through Post-Implementation App Enhancements with a Lean Team [EXT1205]



 **Speakers:** Jason Leach (Snap Inc) and Lauren Feinstein (Snap Inc)

Why This Session Matters

Launching a Workday Extend app is a major milestone, but it's what comes after go-live that often determines long-term success. This session from Snap Inc. dives deep into the real post-launch challenges faced by a small team managing a high-impact Extend app. If you've ever had to support or scale a live Workday app with limited resources, this session offers practical strategies and lessons from the trenches.

What Was Covered

Snap Inc. shared their journey after launching a custom Workday Extend app designed to streamline onboarding for a large contingent workforce. Although the initial rollout met all business goals: cutting onboarding SLAs by three days and saving over 500 hours annually, the lean team (just two people) quickly encountered issues that many post-implementation teams will find familiar: knowledge gaps, poor error visibility, design limitations, and limited capacity to iterate.

Rather than overhaul the app entirely, the team focused on three tactical areas: improving error visibility, overcoming PMD memory limits, and creating a clear documentation and tracking system. Their approach combined technical ingenuity (such as custom Studio-based error logging) with low-tech but effective tools like Excel-based validation trackers. The result was a more stable, maintainable app that supported ongoing enhancements without burning out the team.

Key Takeaways

- Small team, big footprint: The Extend app supported onboarding for ~4,000 contingent workers—half of Snap's total workforce—yet was maintained by just two people.

It's Live! Now What? | A Journey Through Post-Implementation App Enhancements with a Lean Team [EXT1205]



- Initial issues post-launch:
 - Gaps in Extend knowledge and poor documentation.
 - Hidden orchestration errors difficult to trace and resolve.
 - Memory limits in PMD due to a single-page design.
 - Constant stream of enhancement requests with limited bandwidth.
- Error visibility fix:
 - Built a custom “cloud log error handler” using Studio.
 - Triggered from orchestrations to create integration events that notify the team via JIRA.
- Memory limit workaround:
 - Used script pages to modularize PMD scripting and reduce weight on the main app page.
 - Offloaded 15+ large WQL queries and dynamic validations to reclaim memory space.
 - Deferred full refactor to multi-page app due to time constraints but bought valuable breathing room.
- Tracking and documentation strategy:
 - Created a centralized Excel workbook with tabs for:
 - Change log with issue history, screenshots, workarounds.
 - Regression test cases tied to specific functions and validations. Plain-language summaries of validation logic (“Explain like I’m 5” tab). Resource index linking to all relevant project docs and configuration rules.
 - This living documentation became essential for handovers, business alignment, and ongoing enhancements.
- Strategic mindset:
 - Prioritized scalable improvements over perfection.
 - Embraced simple wins to buy time and space.
 - Advocated for a pragmatic, “scrappy but strategic” approach to post-go-live support.

Long Term Success: Using the Business Process Framework in Your Apps [EXT1236]



 **Speakers:** Christian Hopkins (Workday Legend)

Why This Session Matters

Building custom workflows may seem quick and easy at first, but they often lead to complexity, technical debt, and higher maintenance costs. This session offers a compelling case for using Workday's native Business Process (BP) framework instead of hardcoding logic in Extend apps. Developers, architects, and product managers working with Extend will benefit from seeing how the BP framework sets them up for scale, flexibility, and long-term sustainability.

What Was Covered

Christian Hopkins walks through the risks of short-term thinking in Extend app development, showing how developers often take quick paths to meet urgent requirements, like triggering actions via APIs or embedding logic in the app layer. He illustrates how this approach quickly breaks down as scope grows, leading to fragile applications and increased support effort.

He then demonstrates how Workday's BP framework acts as a backbone for scalable and maintainable workflow logic. By leveraging built-in capabilities, like routing, notifications, questionnaires, ad hoc approvals, e-signatures, and role-based access, developers can build powerful applications with minimal code and maximal configurability.

Using examples like a tuition reimbursement app, he showcases how these BP features reduce the need for ongoing maintenance and empower functional teams to adapt processes without relying on developers.

Long Term Success: Using the Business Process Framework in Your Apps [EXT1236]



✓ Key Takeaways

- Custom-coded workflows in Extend often spiral into complexity and technical debt, especially when requirements evolve.
- Developers should avoid building workflow logic into Extend apps and instead delegate to configurable BPs.
- Key BP capabilities include:
 - Questionnaires – Easily gather end-user feedback without writing code.
 - Review Document Steps – Attach static/generated documents or integrate e-signatures via DocuSign.
 - Ad Hoc Approvers – Allow approvers to redirect tasks without modifying the workflow definition.
 - Conditional Rules – Add logic like routing based on transaction amounts or regions with simple config.
 - Role-Based Routing – Ensures resilience when employees leave or change positions.
 - Event Status & Flow Diagrams – Enable logic control and troubleshooting without tracking state in the app.
- Developers should always include approval pages, detail event pages, and send-back pages by default, even if not initially required, so functional teams can enhance workflows later
- Rule-based BP definitions allow workflows to differ based on application data (e.g., region, amount) using a single BP type declared in source code.
- Best practices include partnering with business stakeholders, simplifying legacy processes during migration, and embracing Workday-native methods rather than replicating old systems.
- Orchestrations and BPs work well together; use the integration-type orchestration for most cases, and the BP-type orchestration when reacting to status changes like correct/rescind/deny.
- Delegation is not yet supported in Extend but is on the roadmap.

Maintain Contextual Security in Workday Extend External Apps via Orchestrations and AWS Data Processing [EXT1249]



Speakers: Jay Langhurst (Salesforce)

Why This Session Matters

As companies extend Workday functionality through external apps and AI, maintaining data privacy and contextual security becomes a real challenge. This session provides a deep, technical walkthrough of how Salesforce approached secure, scalable data access using Workday Orchestrate, Extend, and AWS services. If your team is dealing with reporting overload, complex integrations, or AI data processing, this talk will be highly relevant.

What Was Covered

Jay Langhurst shared how Salesforce, a long-time Workday customer, tackled two key problems: (1) preventing sensitive data from leaking during external reporting and (2) helping HR users generate custom reports without overwhelming the system or security model.

The solution uses a clever combination of Workday Extend, Orchestrate, Slack-based agents, and AWS Lambda. Users interact with a chatbot in Slack, which uses per-user OAuth to maintain Workday's security model. The bot passes queries to an orchestration and Lambda function, which builds contextual EQ queries, fetches the data, and delivers secure CSV reports back to the user. The AI behind the agent is fine-tuned using metadata from Salesforce's tenant, such as job profiles and location naming conventions, to make the queries more accurate and relevant.

The system also helps reduce "report clutter" by replacing forgotten or unused scheduled reports and redirecting users to self-serve agents that keep security and performance intact.

Extend Maintain Contextual Security in Workday Extend External Apps via Orchestrations and AWS Data Processing [EXT1249]



✓ Key Takeaways

- **Contextual Security Is Preserved:** By using per-user OAuth and launching orchestrations as the user, Workday's native security model is fully respected—no sensitive data is dumped outside the platform.
- **Slack + Extend = Conversational Reporting:** A Slack agent acts as an intelligent front-end that can generate Workday EQ queries based on natural language inputs like "all employees named Mark in Dallas."
- **Huge Reduction in Useless Reports:** Over 175 scheduled reports were found unused; the agent helps deflect unnecessary report requests and reduces maintenance overhead.
- **Built on Workday-Orchestrate-AWS Stack:** The architecture leverages Workday Orchestrate for secure, scalable data processing, and AWS Lambda for AI prompting and report formatting.
- **Custom AI Prompts Improve Accuracy:** Metadata (e.g. location codes, job titles) is included in the prompt sent to the AI engine to improve the quality of generated queries.
- **Report Download Still Secured:** Final report links redirect back to Workday, requiring authentication and ensuring the data is never exposed in Slack or stored long-term.
- **High Volume, Minimal Latency:** Salesforce runs ~30,000 orchestrations with only 8 running longer than 10 seconds—showcasing that Extend + Orchestrate can scale under heavy enterprise load.
- **Fallback Loop Built-In:** If the AI agent cannot generate a proper result, users are guided to submit a support case, keeping the fallback process smooth.

Migrating Workday Studio to Workday Orchestrate [INT1214]



 **Speakers:** Andre Sissener (The Groove) and Eric Nunziato (Workday)

Why This Session Matters

As Workday customers look to future-proof their integration landscape, moving from Workday Studio to Orchestrate has become a strategic shift. This session offers a detailed, hands-on account of one consultant's first real-world migration project, what went well, what didn't, and what to expect. It's a must-read for anyone preparing to make the same move, especially if you're unfamiliar with Orchestrate or trying to rebuild complex Studio integrations.

What Was Covered

Andre Sissner shared his journey of converting a complex Studio and EIB-based integration (originally designed to enrich and load job profile data) into a Workday Orchestrate-based solution. The integration involved multiple API calls, validations, conditional logic, and the use of external AI to enrich job profile attributes like skills and competencies.

His story covered not just the migration approach but also the mental and technical shifts required to build with Orchestrate. Topics ranged from handling JSON and branching logic to managing debugging limitations, security differences, and best practices for modular development. Eric Nunziata supported with context about platform benefits and upcoming tooling enhancements such as activity dashboards and the anticipated Orchestrate debugger.

Migrating Workday Studio to Workday Orchestrate [INT1214]



✓ Key Takeaways

- From Studio to Orchestrate: The original Studio-based integration involved transforming and enriching job profiles with data from external systems. In Orchestrate, it was rebuilt using secure APIs, conditional logic, and orchestration patterns while preserving end-to-end automation.
- Complexity Handled with Modular Design: The use of component-driven sub-orchestrations made it easier to test, debug, and reuse parts of the integration
- Data Management with JSON and WQL: JSON replaced XML in most cases, except for SOAP calls. Tools like JSON Path Tree and Evaluator were critical for navigating and validating structures. WQL replaced XSLT for reporting logic.

Learning Curve and Resource Tips:

- Workday Learning courses (e.g., "Getting Started with Orchestrate") were essential to build foundational knowledge.
- Developer forums and activity guides helped troubleshoot specific orchestration components.
- Clear knowledge of JSON and understanding loop logic were vital for development.
- Branching Logic Caution: Nesting branches more than twice can create problems due to matching output requirements across all paths. Best practice: keep nesting shallow and outputs aligned.
- Security Shifts: Unlike Studio, orchestrations require explicit configuration of key-value pairs as inputs/outputs to access them across components or sub-orchestrations.
- Debugging is Different: No step-through debugging yet, so logging with Integration Event Logging is crucial. Build errors don't appear in logs, so validate often and keep changes small.

Migrating Workday Studio to Workday Orchestrate [INT1214]



Practical Migration Observations:

- Extend's synchronous orchestrations were used to mimic Studio listeners.
- Append logic differs; requires creative handling since Orchestrate scoping is stricter.
- Launch parameters, attributes, and integration maps are now tenant-configured via related actions.

Upcoming Tools (Safe Harbor):

- Activity Dashboard: Provides a tenant-wide overview of orchestration runs.
- Orchestrate Log Viewer: Displays logs in a grid format for easier readability.
- Step-through Debugger: Highly requested and in development.

Human Element Matters: Clear stakeholder communication, embracing experimentation, and modular thinking were vital to success. Andre emphasized hands-on learning and encouraged others to “embrace the chaos” of this new platform.

Optimize Integration Reporting with Workday Prism Analytics [INT1070]



 **Speakers:** Srinath Shanbhag (Rockwell Automation)

Why This Session Matters

Many large organizations struggle with performance issues when generating massive, complex reports for managers, especially in time-sensitive scenarios like payroll cutoffs. This session demonstrates how Rockwell Automation turned Prism Analytics into more than just a data visualization tool. Instead, it became a powerful engine to streamline reporting, reduce runtime, and eliminate recurring support headaches, all without changing the end-user experience.

What Was Covered

Rockwell's HR time tracking team had a recurring problem: their weekly overtime report, built on the Time Block business object, was generating nearly one million rows and bursting outputs to managers worldwide. Despite attempts to split the data by region, each report still took hours and triggered Workday performance alerts.

Srinath walked through how they re-engineered the solution using Workday Prism Analytics and Studio integrations. Instead of reporting directly from Time Block, they pushed filtered data into Prism tables using Studio (due to multi-instance fields not being supported at the time). Then, they built a Prism dataset that was burst to managers, drastically reducing runtime and eliminating the load on Workday's core reporting engine.

Srinath Shanbhag also highlighted how Prism's capabilities, data transformation, lineage tracking, and granular access controls, can be applied to integration use cases, not just dashboards.

Optimize Integration Reporting with Workday Prism Analytics [INT1070]



✓ Key Takeaways

- Old vs. New Reporting Setup:
 - Old: Custom report on Time Block with 1M+ rows, weekly bursting, ~2–2.5 hours per region.
 - New: Filtered dataset in Prism, report bursting from Prism instead of core object, completes in ~10–12 minutes.
- Studio + Prism Integration:
 - Used a Community-contributed Studio integration template to ingest data from Time Block report into Prism.
 - Required because original report had multi-instance fields (now supported as of 2024R2 with "Enable for Prism" enhancement).
- Design Principles:
 - Only relevant weekly data ingested ("delete and insert" approach).
 - Used secondary Prism tables (e.g. Worker table) to get required single-instance fields like Supervisory Org for bursting logic.
 - Lineage view in Prism helped track transformations step-by-step.
- Security & Scheduling:
 - Final dataset published and scheduled to update each Sunday before reports go out.
 - Prism's domain security applied to control access to sensitive data.
 - Notifications set up for failure alerts.
- Performance Gains:
 - Bursting now under 12 min for all regions, down from 2.5 hours.
 - No performance alerts from Workday since implementation.
- Additional Use Cases:
 - Using Prism to join vendor data (like retirement data or exit surveys) with Workday core data.
 - Automating trended worker report enhancements via Studio-triggered data change tasks.
 - Reducing manual Excel work by combining external data directly in Prism pipelines.

Reduce Manual Work and Provide Strategic Insights with Workday Prism Analytics [ANZ1220]



 **Speakers:** Bao Vo (Workday) and Michael Williams (Workday)

Why This Session Matters

This session dives into two advanced use cases for Workday Prism Analytics: extended workforce spend analysis and travel emissions tracking. Both highlight how to eliminate manual reporting, improve data accuracy, and support strategic decisions, making it highly relevant for HRIT professionals and sustainability teams alike.

What Was Covered

The first part focused on integrating vendor management data (from VNDLY) and Workday to analyze contingent workforce spend. Previously, teams were manually blending data across systems, leading to inefficiencies, potential errors, and no single source of truth. With Prism, Workday created a secure, automated pipeline that blends and publishes data into Discovery Boards.

The second part explored how Prism enabled fully automated, interactive travel emissions reporting. Before Prism, the process was manual, disconnected from the org hierarchy, and delivered static reports. By leveraging Prism pipelines, Workday now calculates emissions by cost center and supervisory org, enabling interactive insights, baseline comparisons, and KPI dashboards to support FY26 reduction targets.

Key Takeaways

Prism Analytics Foundations:

- Ingests data from multiple sources: SFTP, APIs, AWS, Salesforce, CSVs, and Workday reports.
- Enables transformations: joins, unions, custom calculations, field-level security.
- Publishes datasets for dashboards, Extend apps, reports, and bp's.

Reduce Manual Work and Provide Strategic Insights with Workday Prism Analytics [ANZ1220]



Use Case 1 – Extended Workforce Spend (VNDLY):

- Blended VNDLY and Workday data into one secure dataset.
- Created a Discovery Board showing KPIs like average markup and hours by cost center.
- Replaced Excel work and disconnected insights with a unified view.
- Key impact: faster insights, improved decision-making, better data security, and less IT dependency.

Use Case 2 – Travel Emissions Reporting:

- Automated data ingestion from travel systems and Workday
- Baseline and current emissions calculated and rolled up by org hierarchy.
- Interactive dashboards with filters, pivot tables, and KPIs (e.g. emissions YTD vs FY20 baseline).
- Result: over 40 hours/month saved, greater visibility, and stronger alignment with ESG goals.

Strategic Benefits:

- Centralized data governance and lineage tracking.
- Flexibility to support future enhancements like manager insights.
- Reuse of pipelines across projects ensured faster delivery and consistency.

Platform Capabilities Highlighted:

- Reusable pipelines for scalable architecture.
- Integration with Discovery Boards for visual insights.
- Secure data access based on Workday's domain and supervisory org security.

This session shows that Workday Prism Analytics is not just for dashboards, it's a powerful operational engine. By centralizing, securing, and visualizing cross-system data, organizations can reduce manual work, drive accountability, and deliver insights exactly when and where they're needed.

RSM Is Saving \$6M Using Workday Extend, Workday Orchestrate, and Integrations While Evolving Our Enterprise Apps [INT1060]



 **Speakers:** Scott Hardin (RSM US) and Mitchel Lemons (RSM US)

Why This Session Matters

This is a real-world example of how a large organization such as RSM US, leveraged Workday Extend, Orchestrate, and advanced integration architecture to achieve significant savings (\$6M+), improve data quality, and streamline business processes. For any IT leader or HRIS team looking to justify investment in Extend or modernize integration strategy, this session is packed with valuable patterns, technical depth, and architectural insight.

What Was Covered

RSM had two major challenges: replacing Microsoft Dynamics for project and resource management in its consulting business, and building a secure, auditable access request system for its tax business. In both cases, time was tight, data complexity was high, and user experience had to be seamless.

They designed a system using Extend apps and orchestrations to sanitize and validate uploaded data (especially via CSVs), store it in custom business objects, and then submit it through orchestrations into Workday. For outbound integrations, they built a publish-subscribe model using Azure Service Bus, allowing real-time and filtered data distribution across the enterprise.

The result was a robust, scalable, and compliant architecture that minimized user friction, reduced reliance on spreadsheets and manual work, and enabled tight integration between Workday and the wider RSM application ecosystem.

RSM Is Saving \$6M Using Workday Extend, Workday Orchestrate, and Integrations While Evolving Our Enterprise Apps [INT1060]



✓ Key Takeaways

App 1 – Project Creation (Extend + CSV Upload)

- Built a user-friendly Extend UI to upload CSVs with familiar field structures (no fluff).
- Validated data in a staging area (Extend UI) with errors flagged clearly before submission.
- Submitted clean data into Workday via orchestrations, calling multiple APIs.
- Integrated with native and custom business objects to handle business logic and field mapping.

App 2 – Client Access Request (SoC 2 Compliant)

- Created a secure, integrated UI to request access to client data.
- Pulled real-time data from Workday and external systems (engagements, employees) via APIs.
- Enabled dynamic UI rendering, combining external and Workday data seamlessly.
- Implemented request/approval flows to meet audit and compliance requirements.

Outbound Integration Strategy

- Moved from API pull to real-time event-driven push using Azure Service Bus.
- Subscriptions filter messages (e.g. only active/billable projects) so each system gets only relevant data.
- Workday business processes now trigger orchestrations that send updates instantly.
- For events without a business process, scheduled orchestrations snapshot and distribute changes.

RSM Is Saving \$6M Using Workday Extend, Workday Orchestrate, and Integrations While Evolving Our Enterprise Apps [INT1060]



Tech Stack and Patterns

- Extend for UI and data validation/staging.
- Orchestrate for scalable, lightweight integrations (vs. Studio for heavier, less scalable tasks).
- Azure for filtering, message routing, and distribution logic, offloading Workday compute.
- Combined Studio + Orchestrate + Extend in multi-step data workflows.

Business Impact

- \$6M+ in savings from decommissioning legacy tools and improving efficiency.
- Faster integration setup and improved data hygiene.
- Enhanced cross-system visibility and near real-time data sync.
- Expanded Extend usage across the enterprise with multiple new projects already underway.

This is one of the most concrete, outcome-driven sessions of the conference, ideal for Workday integration leads, Extend developers, or IT architects who want to modernize how they think about end-to-end automation at scale. RSM's architecture shows what's possible when Extend, Orchestrate, and a smart integration mindset come together.

Solving the Parent-Child Data Persistence Problem with the Batch Protocol [EXT1055]



Speakers: Mike Ellison (UNLV / NSHE)

Why This Session Matters

Managing parent-child data relationships in Extend can easily lead to broken links and inconsistent records. This session provides a practical and technical walkthrough of how to maintain referential integrity using the Workday batch protocol. It's especially valuable for developers building apps with complex data dependencies, such as purchase orders, change orders, or any structure involving hierarchical records.

What Was Covered

Mike Ellison from UNLV shared a real-world development challenge: how to manage a centralized purchase order change request app while ensuring data relationships remain intact. In Workday Extend, creating, updating, or deleting parent and child business objects separately risks leaving records orphaned or disconnected. To solve this, Mike introduced the Workday batch protocol, a powerful tool that wraps multiple API calls in a single transactional request, ensuring all operations succeed or none do.

He walked through patterns for creating, updating, and deleting parent-child data using batch requests. A full example app built specifically for DevCon was used to demonstrate dynamic sub-request generation, reference resolution, rollback handling, and real-time UI feedback.

Key Takeaways

- Referential Integrity Is Critical: Parent-child records (like purchase orders and line items) must be created, updated, and deleted together to avoid broken data relationships.
- Batch Protocol to the Rescue:
 - Allows multiple API operations in one call.

Solving the Parent–Child Data Persistence Problem with the Batch Protocol [EXT1055]



- Uses `continueOnFailure: false` to ensure full rollback if any sub-request fails.
- Acts as a transaction wrapper, guaranteeing consistency.
- Dynamic Sub-Request Generation:
 - Sub-requests are named and chained using curly-brace references (e.g., `{parentPost:$id}`).
 - Enables linking child records to newly created parent records within the same batch.
- Pattern 1 – Create:
 - POST parent.
 - Loop to POST each child, referencing parent's Workday ID.
 - PATCH parent to associate children using multi-instance field.
- Pattern 2 – Delete:
 - PATCH parent to clear children first (mandatory to delete).
 - DELETE each child.
 - DELETE the parent.
- Pattern 3 – Update:
 - PATCH to remove existing children.
 - DELETE old child records.
 - POST new children.
 - PATCH parent to re-link new children and update fields.
- Built-In Error Simulation: A feature in the demo app shows how failed sub-requests cause full rollback, preserving clean state.
- Dev Tip: Use a structured, script-based approach to dynamically build batch payloads based on user input.
- Learning Resource: Based on work shared in Chris Humphries' KSS, recommended for anyone new to the batch protocol.

This session stands out for its technical clarity and practical value. It's a must-watch for developers building data-heavy Extend apps who want a solid, reusable method for managing complex relationships safely. The downloadable sample app is a bonus that teams can use as a working blueprint.

Streamline Complex Manual Spreadsheets into Seamless Workflows with Workday Prism Analytics [ANZ1079]



 **Speakers:** Amy Lagomarsino (SitusAMC) and Vanina Tsou (SitusAMC)

Why This Session Matters

If your teams are still relying on sprawling Excel files for financial processes, billing, or reporting, this session offers a real-world blueprint for moving those manual spreadsheets into Workday Prism Analytics. It's especially relevant for finance, operations, and data teams struggling with inconsistent data, time-consuming processes, and security concerns across departments.

What Was Covered

SitusAMC shared how they transformed a highly manual billing process (spread across four departments and multiple Excel files) into a streamlined, secure, and efficient workflow using Workday Prism Analytics. Their business case centered around platform billing for seconded workers, where unique client requirements and tight invoicing timelines made the old Excel-based process error-prone and inefficient.

The team explained how Prism was used to ingest, join, and transform both Workday and external data sources, with final outputs published directly into Workday reports. They walked through key stages, including securing external data ingestion via EIB, using Workday Projects to manage client-specific configurations, and simplifying the experience for billing teams through parameter-based Workday reporting. They also shared practical development tips, like working backwards from output, documenting stages, using calculated fields, and leveraging the Explode stage for handling multi-instance data.

Streamline Complex Manual Spreadsheets into Seamless Workflows with Workday Prism Analytics [ANZ1079]



✓ Key Takeaways

- Real Pain Points Solved:
 - Manual Excel files created data integrity issues and slowed billing by up to 5 days.
 - Security was poor due to shared drives and uncontrolled file access.
 - Reporting was limited, with no dynamic insights or drill-downs.
- Technical Solutions Applied:
 - Used Workday Prism to join Workday and external data (payroll, benefits, worker's comp).
 - External data ingested via Studio integration triggered by EIB uploads.
 - Custom objects and Projects module used to support client-specific billing logic.
 - Explode stage used to flatten multi-instance fields for clean joins.
- Process Improvements:
 - Reduced invoicing turnaround time from 5 days to 1 business day.
 - Enabled self-service reporting for billing teams with dynamic Workday reports.
 - Created segmented security views where users only see relevant data.
- Lessons and Tips:
 - Work backwards from final output to design your Prism pipelines.
 - Document every transformation stage—your future self (or teammate) will thank you.



Streamline Complex Manual Spreadsheets into Seamless Workflows with Workday Prism Analytics [ANZ1079]

- Use Workday's existing security model and reporting tools to your advantage.
 - Look for Prism use cases where spreadsheets take >1 day to process or contain complex joins.
 - Use additional pipelines to clean and filter data before joining into the main workflow.
 - Leverage existing derived data sets to save time and reuse effort across teams.
 - Historical data can be massaged and synced with current Workday actuals to ensure consistency in reporting.
- Replicable Framework:
 - Identify high-effort spreadsheets.
 - Check for Workday data leverage opportunities.
 - Use custom objects or Extend for any required flexibility.
 - Build lean Prism pipelines, filter early, and keep purpose clear per derived dataset.

This session stands out as a detailed and highly practical example of what Prism can achieve when used strategically, especially for organizations trying to move away from Excel chaos and toward structured, auditable, and secure processes.

The Art of Extend and Workday Financial Management: Reimagine the Supplier Portal with PGA TOUR's Player Prize Ecosystem [EXT1112]



 **Speakers:** Jill Fichter (PGA Tour Inc.) and Jess Kent (Workday)

Why This Session Matters

This session showcases how PGA TOUR transformed a legacy, highly manual prize payment system into a secure, automated, and user-friendly digital experience using Workday Extend, Orchestrate, and Financials. It's an excellent real-world example of how to handle complex B2B-like supplier scenarios, particularly valuable for organizations paying external contractors, vendors, or non-employees.

What Was Covered

PGA TOUR needed to modernize its player prize payment system, which previously relied on faxes, emails, and disjointed systems. The challenge was to support both individual and corporate players, handle complex tax rules, and provide real-time earning visibility, something their legacy system could no longer support.

The solution was a fully integrated ecosystem built with six Extend apps, four orchestrations, and two custom banking integrations. This platform unified financials, payment processing, and self-service capabilities into one mobile-accessible portal for players and agents. The session gave a deep dive into two key components: the Package Management App, which automates prize processing and supplier invoice creation, and the Player Portal, which enables secure updates, earnings visibility, and even charitable contributions.

The team shared how Extend was used for custom data models, Orchestrate for secure process automation, and Workday Financials for seamless payment execution, all while ensuring strong security and user experience.

The Art of Extend and Workday Financial Management: Reimagine the Supplier Portal with PGA TOUR's Player Prize Ecosystem [EXT1112]



✓ Key Takeaways

Challenges PGA TOUR Faced:

- Manual prize payments via fax, email, and physical handoffs.
- Disconnected payment channels (ACH, wire, checks) across different systems.
- Lack of real-time access to earnings statements for players and agents.
- Difficulty in maintaining and staffing the legacy platform due to custom complexity.

Technical Architecture:

- 6 Extend apps, 4 orchestrations, 2 banking integrations.
- Everything orange in the solution diagram = Extend.
- Leveraged third-party APIs (Tour API) to ingest tournament results.
- Created custom Extend objects for tournament structures (tour > tournament > event > event type).
- Used REST User Info API to identify and display user-specific data securely.

Package Management App:

- Automatically ingests tournament data from a homegrown Tour API.
- Calculates payouts, tax deductions, and creates supplier invoices in Workday Financials.
- Queries multiple Extend data sources to handle miscellaneous payments and retirement benefits.
- Reduces clicks and accelerates end-to-end processing.

Player Portal App:

- Allows players to securely update tax info, contact details, and banking via Extend + Orchestrate.



The Art of Extend and Workday Financial Management: Reimagine the Supplier Portal with PGA TOUR's Player Prize Ecosystem [EXT1112]

- Supports dynamic forms based on country-specific requirements (e.g., Spain vs. US).
- Includes multi-instance agent-player relationships, synced with Salesforce.
- On-demand earnings statements generated via orchestrations and stored as PDFs.
- Charitable donation functionality allows earnings-based or fixed contributions.

User Experience:

- Fully mobile-compatible portal for players and their agents.
- Minimal clicks and streamlined navigation, built to match players' mobile-first lifestyles.
- Agents can access earnings for all represented players via secure access controls.

Future Enhancements:

- Self-service benefit elections (e.g., health insurance, supplemental plans).
- Alerts and reminders for important updates (e.g., child births, deadlines).
- Secure upload of tax forms and historical earnings statements.
- Eliminating manual document mailings.
- Faster earnings statement generation tied to event settlement
- Integration with contract management systems to link participation and earnings.

This session is a masterclass in using the full power of the Workday platform to modernize complex, high-volume workflows. PGA TOUR's player ecosystem redefines what's possible with Extend and Financials, for any organization working with large external populations.

The Evolution of Boomerang Integrations: Migrating to Workday Orchestrate [INT1223]



 **Speakers:** Shannon Whitley (Stormloop Technologies) and Scott Rushton (Stormloop Technologies)

Why This Session Matters

Boomerang integrations are a common but often complex Workday pattern. Many teams built them in Studio, but as Workday Orchestrate gains traction, there's a growing need to migrate these integrations to a more modern, browser-based, and maintainable environment. This session gives a practical walkthrough of what that migration looks like and provides real-world lessons, code examples, and side-by-side comparisons to help teams make the leap.

What Was Covered

The session starts by explaining what a Boomerang integration is, a process that starts and ends in Workday, often involving a SOAP call back into the system to update records. It's widely used in finance and HCM (e.g., updating customer invoices or security assignments) to automate internal Workday processes without involving third-party systems.

Scott walks through the typical Studio-based Boomerang architecture, highlighting the limitations, especially around the reliance on XSLT, Java libraries, and local Studio installs. Shannon then takes over with a live demo showing how to recreate that same Boomerang logic using Workday Orchestrate. He uses a sample use case: updating Workday accounts based on primary email addresses pulled from a RaaS report. The live demo walks through each step:

- Pulling RaaS data.
- Transforming the data using loops and templates inside Orchestrate.
- Making SOAP calls to update Workday accounts.
- Logging and error handling without mutable variables.

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The session ends with a discussion of lessons learned during the migration and advice on planning ahead, re-evaluating design decisions, and ensuring maintainability in Orchestrate.

✓ Key Takeaways

Understanding Boomerang Integrations

- A Boomerang starts and ends in Workday, no third-party systems involved.
- Used for automating internal updates like security roles or customer data.

Studio vs Orchestrate

- Studio uses XSLT transformations and Java libraries; requires local setup and updates.
- Orchestrate runs in the browser, no install needed, easier collaboration, and cleaner debugging.

Migration Example: Updating Workday Account from Primary Email

- Legacy Studio logic: launch params → RaaS → XSLT → SOAP.
- Orchestrate version mirrors this with improved maintainability:
 - Conditional launch parameter validation to avoid errors.
 - Direct RaaS fetch using just report owner + name.
 - Loop-based transformation logic using templates.
 - SOAP envelope generation is automated.
 - Logging via files to track process and error counts.

Practical Tips for Orchestrate Development

- Always use conditionals when accessing launch parameters to avoid vague errors.
- Use sub-orchestrations to keep logic clean and modular.
- Orchestrate doesn't support counters, but you can track occurrences using log entry counts.

Tips & Tricks to Power up with Workday Prism Analytics [ANZ1224]



 **Speakers:** Todd Mashburn (Workday) and Wes Fisher (Workday)

Why This Session Matters

Workday Prism Analytics offers powerful capabilities for blending, transforming, and analyzing data within the Workday platform. This session is packed with best practices, real-world examples, and advanced tips that help both new and experienced users get more value from Prism, especially when dealing with complex data transformations, integrations, or scaling analytics processes. If you're looking to improve performance, maintainability, or extensibility of your Prism implementations, this is a must-read.

What Was Covered

The session starts with a quick refresher on what Prism is and how it acts like a quasi-data warehouse by enabling users to ingest external data, blend it with Workday data, and publish it for use in reports, dashboards, and business processes. Todd walks through various ingestion methods, from file uploads to direct connectors like Salesforce, Snowflake, and Amazon S3, and explains how to transition from sample file uploads to fully automated integrations using APIs or SFTP.

Wes then takes over to share actionable transformation and performance best practices, from filtering and aggregation to row restructuring and incremental processing. He introduces window functions, explains Prism concurrency limits, and highlights how to organize DCT (data change task) schedules for optimal throughput. The session is rounded out with advice on how to persist heavy transformations, avoid unnecessary reprocessing, and design scalable pipelines that won't degrade over time.

Tips & Tricks to Power up with Workday Prism Analytics [ANZ1224]



✓ Key Takeaways

Data Ingestion Best Practices

- Start with file uploads, then migrate to automated pipelines via direct connectors (S3, Salesforce, Snowflake, Azure Synapse, etc.).
- Direct connectors support no-code setup, field-level selection, and preview capabilities.
- Custom integrations use V3 APIs: authenticate → load data → call DCT to ingest into Prism.

Core Concepts

- Tables store raw and processed data.
- Data Change Tasks (DCTs) handle inserts, updates, deletes, and truncates.
- Derived Datasets (DDSs) apply transformations but don't store data.
- Direct Table Queries (DTQs) run on demand via reports or visualizations.

Transformation Best Practices

- Reduce data early via filters or group-by to improve performance downstream.
- Minimize join bloat by ensuring unique join keys and filtering first.
- Include only needed columns to reduce payload size.
- Use window functions for calculations across multiple rows (e.g., ranking, lag, first values).
- Defer joins with descriptive fields until after filtering to reduce the size of join operations.

Scalable Processing Tips

- Persist heavy transformations into intermediary tables for reuse across pipelines.
- Use incremental processing to load only new/changed data, then append to history tables.

Tips & Tricks to Power up with Workday Prism Analytics [ANZ1224]



- Avoid ever-growing tables by managing historical data and archiving old records.
- Unpivot multi-instance rows or split columns to rows as needed for reporting flexibility.

Scheduling & Performance

- Use DCT scheduling dependencies to control run order.
- Most tenants have 3 concurrent Prism threads; jobs wait for availability.
- Batch > Real-time: Prism is designed for large, low-frequency jobs, not transactional updates.
- Ad hoc jobs can run anytime but may be delayed if threads are busy.
- Locking: DCTs with deletes/updates/upserts will lock tables temporarily.

This session delivers a comprehensive field guide to building high-performance, scalable, and maintainable Prism solutions. Whether you're optimizing existing pipelines or just getting started with data transformation in Workday, the practices outlined here are foundational to doing it right.

Workday Illuminate™: Harness the Power to Build with AI [PI_BAI]



Speakers: Dean Arnold (Workday), Vivek Srivastava (Workday) and Pranit Kapadekar (Workday)

📌 Why This Session Matters

This was one of the most forward-looking sessions at DevCon, focused on how Workday is evolving from traditional enterprise automation to intelligent, agent-powered platforms. It introduced developers to Illuminate, Workday's emerging framework for building with GenAI, and showcased upcoming capabilities including the Agent System of Record, AI Gateway APIs, and advanced LLM tooling inside Extend. Essential for any team looking to stay ahead with AI inside the Workday ecosystem.

🧠 What Was Covered

The session opened with a vision: GenAI will not just optimize tasks, it will power autonomous agents embedded in Workday roles, taking on strategic, data-driven actions across workflows. This future is being enabled by a new platform Workday is building: Illuminate™.

At the center of this vision are two major capabilities:

1. The Agent System of Record, which brings agents into the Workday org model, assignable to supervisory orgs, roles, and domain security.
2. The Agent Gateway, which allows these agents to interact with MCPs, APIs, other agents, and Workday apps.

Workday emphasized that developers will have full access to build and manage their own agents, just like any other Workday object. The session also detailed current AI Gateway capabilities available through Extend Pro: 15+ APIs covering Q&A generation, skills inference, summarization, document parsing, forecasting, and more.

A series of live demos showed how developers can call these APIs using native Extend logic and integrate AI into approvals, document analysis, and employee interactions. The presentation closed with a preview of

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Workday Illuminate™: Harness the Power to Build with AI [PI_BAI]



LLM-powered experiences like generative WQL, custom document classification, and in-context agent prompting.

✓ Key Takeaways

Illuminate Overview

- Illuminate is the new developer umbrella for all AI tools in Workday (agents, LLMs, APIs).
- Goal: Let developers build smart, context-aware, goal-driven functionality natively in Workday.

Agent System of Record

- Agents can now be added to org structures and assigned roles.
- Visibility into agent actions, data access, and ROI tracking.
- Supports partner-built and customer-built agents, not just Workday-delivered ones.

Agent Gateway

- Enables agents to orchestrate across MCPs, APIs, and apps.
- Inter-agent communication built into the framework.
- Fully managed within the tenant, with Workday governance built in.

AI Gateway API Capabilities (now available in Extend Pro)

- Document AI: Classify and parse documents with LLMs, customizable to your own formats.
- Language: Q&A generation, summarization, natural language-to-WQL (Generative WQL).
- Prediction: Forecasting, inference, and data quality suggestions.
- APIs can be called via MCPs and Extend logic, with full security enforcement.

Demo Highlights

- Work from Anywhere App: Used Q&A and document parsing to reduce manager load.

Workday Illuminate™: Harness the Power to Build with AI [PI_BAI]



What's Coming

- Generative WQL available for developers to test with chat-like iterations.
- Templates for Extend agents that use AI out of the box.
- Expanded API catalog and agent creation UI in upcoming releases.

Illuminate represents the most significant expansion of developer power in Workday since the launch of Extend. For those building forward-thinking apps, especially those combining workflows, documents, and human interactions, this is a shift you'll want to start exploring now.

Workday Orchestrate & Integrations: Vision, Roadmap, and Innovations [PI_INT]



 **Speakers:** EE Wallace (Workday), Kevin Ross (Workday) and Jonathan Boyne (Workday)

Why This Session Matters

This session offers a comprehensive view of the direction Workday is taking with Orchestrate and integrations more broadly. It's essential for architects, integration developers, and Extend users who want to stay aligned with the platform's roadmap. From next-gen debugging tools to new triggers, this is your guide to what's next in automation, extensibility, and integration strategy inside Workday.

What Was Covered

The session opened with a recap of the last 12 months: a massive increase in adoption (353M orchestration events), simplified onboarding via the Workday Developer site, and tighter integration with Extend and Studio. Workday framed Orchestrate as central to three strategic areas: unifying automation across tools, accelerating productivity through reusable logic, and improving developer experience.

The team presented a detailed roadmap broken into three categories: Usability & Adoption, Developer Experience, and Expanded Capabilities. Highlights included a new Co-Pilot that helps generate orchestrations and documentation, a native debugger in preview, new Studio/Extend triggers, and orchestration execution directly from the UI. They also teased long-term plans around cross-tenant orchestration, dynamic prompts, and API lifecycle management.

Each roadmap item was framed around specific developer needs: making it easier to build, debug, and scale orchestration-based automation. The speakers also emphasized investment in UI, governance, and scaling orchestration execution under the hood.

Workday Orchestrate & Integrations: Vision, Roadmap, and Innovations [PI_INT]



✓ Key Takeaways

2023–2024 Progress

- Over 353M orchestration events this year.
- Orchestrate now integrated with Extend, Studio, and App Framework.
- Expanded documentation, use case library, and starter templates on the Developer site.

Vision & Strategy

- Unify automation: Bring Orchestrate to all Workday platforms.
- Boost productivity: Reuse logic across integrations, Extend apps, and workflows.
- Improve experience: Invest in tools and UI to lower the learning curve and increase velocity.

Roadmap Highlights

Usability & Adoption

- Workday Co-Pilot for Orchestrate: auto-generate orchestrations from natural language prompts (in preview).
- New Orchestrate Debugger: now available in preview, real-time inspection, step tracking, and easier troubleshooting.
- Visual Enhancements: zoom, drag-drop reordering, and contextual menus coming soon.

Developer Experience

- UI Launch Orchestrations: trigger orchestrations directly from UI actions, not just BPs or MCPs.
- Versioning & Validation: enhancements to error prevention before publishing.
- New Developer Console: centralized tools, metrics, and sandbox control.

Expanded Capabilities

- New Triggers: Extend events, Studio completions, and even external API webhooks.

Workday Orchestrate & Integrations: Vision, Roadmap, and Innovations [PI_INT]



- Service Connectors Enhancements: reusable connectors, parameter passing, and version control.
- Cross-Tenant Orchestrations: early-stage exploration for global workflows.
- Dynamic Prompting for AI Calls: orchestration steps that dynamically build GenAI prompts.
- API Lifecycle Management: consistent versioning, monitoring, and deprecation control (planned).

This was a dense, future-facing session packed with innovation. For anyone using Orchestrate today, or planning to scale automation inside Workday, it delivered both tactical tools and strategic direction. The message was clear: Orchestrate is becoming the default automation engine across the entire Workday ecosystem.

Check out Incubane's Orchestrate series on LinkedIn to learn more!

Workday Extend: Empowering Developer Innovations [PI_EXT]



 **Speakers:** Mariana Alvaro (Workday), Christian Hopkins (Workday) and Nicholas Rab (Workday)

Why This Session Matters

This session focused on how Workday is evolving the Extend platform to empower developers with better tools, deeper integration, and scalable innovation. For teams building on Extend, it delivers essential updates: ranging from productivity features and CLI support to AI-powered enhancements and reusable tenant packages. Whether you're a developer, architect, or platform lead, this session offers practical improvements you can adopt today.

What Was Covered

The session began by highlighting Extend's rapid growth: over 1,200 customers and 2,500 production apps, double the previous year. The team emphasized a shift toward making apps feel native in Workday, including integration into the homepage, search, profile actions, and Workday Hubs.

Several productivity updates were introduced. The new Command Line Interface (CLI) lets developers manage apps and environments via script, bypassing the dev site. App Builder received enhancements like autocomplete and inline validation to speed up development. A major announcement was the release of reusable tenant configuration packages, which allow Workday objects like business processes and security groups to be bundled and deployed, dramatically reducing implementation effort.

On the AI front, the team demonstrated how Extend developers can now use Co-Pilot for code scaffolding, API discovery, and orchestration generation. They also unveiled AI Widgets, a new way to embed generative AI into apps using rich text components. Finally, the session highlighted expanded access to AI Gateway APIs and deeper integration with agent frameworks via the Agent Gateway.

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Workday Extend: Empowering Developer Innovations [PI_EXT]



✓ Key Takeaways

Platform Growth

- Extend now supports 1,200+ customers and 2,500 apps in production.
- Usage has more than doubled since the last DevCon.

Developer Productivity Enhancements

- New CLI to manage apps, deploy, and script automation workflows outside the dev site.
- App Builder improvements: Autocomplete, variable hints, and live error feedback.
- Extend Professional now supports up to 100M records per model.

Reusable Tenant Configuration Packages

- Package and deploy objects like BP definitions, security groups, and calculated fields.
- Greatly reduces setup time across tenants and eliminates manual configuration.

GenAI Features for Developers

- Co-Pilot for Extend: Turn natural language into WQL queries or Script code.
- Co-Pilot for APIs: Discover relevant APIs via prompts and apply filters to narrow results.
- Co-Pilot for Orchestrate: Auto-generate orchestration flows and documentation.

AI Widgets (New)

- Rich text component with AI prompt integration for use cases like job descriptions.
- Supports prompt refinement and re-use across different channels.

Workday Extend: Empowering Developer Innovations [PI_EXT]



AI Gateway & Agent Gateway

- AI Gateway provides APIs for:
 - Document parsing and classification
 - Report Q&A and insights
 - WQL generation via conversation
- Agent Gateway enables 3rd-party agents to interact with Workday APIs and orchestrations.

This session delivered clear signals that Workday is committed to making Extend a first-class, intelligent development platform. For teams looking to scale development or embed AI into enterprise processes, the new tools and roadmap offer both speed and flexibility.

Closing Thoughts



Workday DevCon 2025 made one thing clear: the future of enterprise technology is being built now and it's happening inside Workday.

From practical automation strategies to AI-driven user experiences, this year's sessions showed how fast the platform is evolving. Developers are no longer just extending functionality, they're reshaping how work gets done. And with tools like Prism Analytics, Orchestrate, Extend, and Agent tech becoming more accessible, the possibilities are growing fast.

We hope this e-book helped you keep up to date with all the great things that are happening within the Workday ecosystem. Whether you're planning your next app, rethinking integration strategy, or exploring AI responsibly, the insights shared here are meant to move you forward.

Thank you for reading.
See you at the next DevCon.

Workday DevCon is returning to Resorts World Las Vegas in June 2026



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